

BELL ATLANTIC

rgn	name	site_from	ord_number	original_order_date	req_due_date	foc_date	date_accepted	MISS FOC	AVG Day Missed	% MISS FOC
NY03	Bell Atlantic North	WE03034B	C1JH7338	04/02/99	05/18/99	05/18/99	05/20/99	2	FOC missed	0
NY03	Bell Atlantic North	WE03037B	C1HY0590	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03038C	C2TW9279	07/07/98	08/20/98	08/20/98	08/20/98	0	FOC made	1
NY03	Bell Atlantic North	WE03044C	C1ZG1641	04/08/98	04/24/98	04/24/98	04/24/98	0	FOC made	1
NY03	Bell Atlantic North	WE03046B	C2TA0929	03/22/99	03/31/99	03/31/99	04/06/99	6	FOC missed	0
NY03	Bell Atlantic North	WE03047A	C1ZC0362	05/13/98	06/16/98	06/16/98	06/17/98	1	FOC missed	0
NY03	Bell Atlantic North	WE03048B	C1VY8104	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03049A	C1XU3007	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03056A	C2WP5721	03/17/98	04/27/98	04/27/98	04/24/98	-3	FOC made	1
NY03	Bell Atlantic North	WE03057D	C1QV4448	03/05/98	04/06/98	04/06/98	04/06/98	0	FOC made	1
NY03	Bell Atlantic North	WE03058C	C1DA1237	03/22/99	03/31/99	03/31/99	03/31/99	0	FOC made	1
NY03	Bell Atlantic North	WE03059B	C1ZT5244	04/03/98	04/10/98	04/10/98	04/10/98	0	FOC made	1
NY03	Bell Atlantic North	WE03060C	C1US3577	03/18/98	05/05/98	05/05/98	05/05/98	0	FOC made	1
NY03	Bell Atlantic North	WE03062F	C1PE1499	02/23/98	03/09/98	03/19/98	03/19/98	0	FOC made	1
NY03	Bell Atlantic North	WE03063C	C1LH9299	02/17/98	03/16/98	03/16/98	03/16/98	0	FOC made	1
NY03	Bell Atlantic North	WE03067D	C1sf5133	01/11/99	04/15/99	06/29/99	07/01/99	2	FOC missed	0
NY03	Bell Atlantic North	WE03068E	C1ZQ0911	06/10/98	07/08/98	07/08/98	07/08/98	0	FOC made	1
NY03	Bell Atlantic North	WE03069E	C1AU4771	05/19/97	06/03/97	06/03/97	09/10/97	99	FOC missed	0
NY03	Bell Atlantic North	WE03070B	C1FP7623	06/12/97	06/27/97	06/27/97	06/27/97	0	FOC made	1
NY03	Bell Atlantic North	WE03073C	C2VN9944	12/11/97	01/05/98	01/09/98	01/09/98	0	FOC made	1
NY03	Bell Atlantic North	WE03074D	C1DA1238	03/22/99	03/30/99	03/30/99	03/31/99	1	FOC missed	0
NY03	Bell Atlantic North	WE03075E	C2TB0631	03/22/99	03/30/99	03/30/99	03/31/99	1	FOC missed	0
NY03	Bell Atlantic North	WE03076G	C1BP9655	03/22/99	03/30/99	03/30/99	03/31/99	1	FOC missed	0
NY03	Bell Atlantic North	WE03080C	C1GN7207	04/07/99	05/07/99	05/07/99	05/11/99	4	FOC missed	0
NY03	Bell Atlantic North	WE03081A	C1WR9033	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03085A	C1UR9228	05/27/98	06/10/98	06/10/98	06/10/98	0	FOC made	1
NY03	Bell Atlantic North	WE03087B	C1JS0566	04/02/98	05/15/98	05/15/98	05/15/98	0	FOC made	1
NY03	Bell Atlantic North	WE03092A	C1DA1235	03/22/99	03/31/99	03/31/99	03/31/99	0	FOC made	1
NY03	Bell Atlantic North	WE03701B	C1DA1233	03/22/99	03/30/99	03/30/99	04/06/99	7	FOC missed	0
NY03	Bell Atlantic North	WE03703D	C1DA1231	03/22/99	03/31/99	03/31/99	03/31/99	0	FOC made	1
NY03	Bell Atlantic North	WE03705A	C1KE8577	09/22/98	10/21/98	10/21/98	10/21/98	0	FOC made	1
NY03	Bell Atlantic North	WE03707C	C1WC4131	11/07/97	05/05/98	05/05/98	05/05/98	0	FOC made	1
NY03	Bell Atlantic North	WE03710C	C1QP7561	04/01/98	04/17/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03711E	C2NQ3543	01/20/99	03/10/99	03/10/99	03/17/99	7	FOC missed	0
									3.13	44
NY04	Bell Atlantic North	BQ04002A	C1XC1734	06/05/96	07/05/96	07/05/96	07/03/96	-2	FOC made	1
NY04	Bell Atlantic North	BQ04003B	C1NR5148	07/24/96	08/20/96	10/09/96	11/07/96	29	FOC missed	0
NY04	Bell Atlantic North	BQ04005A	C1PW7931	12/05/96	12/23/96	01/07/97	01/08/97	1	FOC missed	0
NY04	Bell Atlantic North	BQ04006A	C1AV9840	10/09/96	10/25/96	11/06/96	11/12/96	6	FOC missed	0
NY04	Bell Atlantic North	BQ04007A	C1NV0106	07/24/96	12/27/96	09/13/96	12/27/96	105	FOC missed	0
NY04	Bell Atlantic North	BQ04008C	C1SC5504	02/27/97	03/10/97	04/15/97	04/18/97	3	FOC missed	0
NY04	Bell Atlantic North	BQ04009B	C2XG4989	09/20/96	10/15/96	10/15/97	11/14/97	30	FOC missed	0
NY04	Bell Atlantic North	BQ04010B	C2WW3480	09/20/96	09/30/96	10/11/96	10/23/96	12	FOC missed	0
NY04	Bell Atlantic North	BQ04011B	C2GK2795	07/19/96	08/06/96	08/07/96	08/29/96	22	FOC missed	0
NY04	Bell Atlantic North	BQ04013A	C1YK1784	06/14/96	07/26/96	07/26/96	07/26/96	0	FOC made	1
NY04	Bell Atlantic North	BQ04018A	C1SM0625	03/06/97	03/21/97	04/15/97	11/17/97	216	FOC missed	0
NY04	Bell Atlantic North	BQ04020A	C1UY8795	06/05/96	06/28/96	06/28/96	08/07/96	40	FOC missed	0
NY04	Bell Atlantic North	BQ04022B	C2YT3381	09/26/96	11/08/96	11/08/96	11/09/96	1	FOC missed	0
										65%

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NY04	Bell Atlantic North	BQ04023B	C1RA0590	03/06/97	03/17/97	04/09/97	04/11/97	2	FOC missed	0
NY04	Bell Atlantic North	BQ04024A	C2GX9053	07/24/96	08/12/96	08/12/96	09/12/96	31	FOC missed	0
NY04	Bell Atlantic North	BQ04025A	C2HD3909	07/22/96	08/26/96	10/08/96	01/03/97	87	FOC missed	0
NY04	Bell Atlantic North	BQ04026B	C2LS9725	08/12/96	08/21/96	09/03/96	09/06/96	3	FOC missed	0
NY04	Bell Atlantic North	BQ04027A	N1PX8526	05/10/96	05/14/96	06/06/96	06/15/96	9	FOC missed	0
NY04	Bell Atlantic North	BQ04029A	C2HH1040	09/09/96	09/20/96	09/20/96	10/25/96	35	FOC missed	0
NY04	Bell Atlantic North	BQ04030B	C1ST9627	01/03/97	01/14/97	01/29/97	02/19/97	21	FOC missed	0
NY04	Bell Atlantic North	BQ04032C	C2HE6298	03/06/97	03/14/97	04/08/97	04/07/97	-1	FOC made	1
NY04	Bell Atlantic North	BQ04034A	C1SU2053	05/21/96	05/31/96	06/10/96	10/10/96	122	FOC missed	0
NY04	Bell Atlantic North	BQ04041A	C2KT3604	07/24/96	09/13/96	10/07/96	10/07/96	0	FOC made	1
NY04	Bell Atlantic North	BQ04042A	C2YL6977	09/20/96	10/25/96	10/25/96	10/28/96	3	FOC missed	0
NY04	Bell Atlantic North	BQ04043A	C2HG2499	07/22/96	10/04/96	10/07/96	10/28/96	21	FOC missed	0
NY04	Bell Atlantic North	BQ04044B	C1JS5967	02/06/97	02/17/97	03/07/97	03/20/97	13	FOC missed	0
NY04	Bell Atlantic North	BQ04047A	C2SG8625	04/17/97	04/29/97	05/16/97	05/20/97	4	FOC missed	0
NY04	Bell Atlantic North	BQ04048A	C1QM3029	12/11/96	12/20/96	01/13/97	02/14/97	32	FOC missed	0
NY04	Bell Atlantic North	BQ04049B	C2XX5525	07/24/97	08/11/97	08/13/97	08/26/97	13	FOC missed	0
NY04	Bell Atlantic North	BQ04050B	C1NU5950	07/25/96	10/22/96	10/22/96	01/04/97	74	FOC missed	0
NY04	Bell Atlantic North	BQ04052A	C2EX0836	12/19/97	12/23/97	12/23/97	12/23/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04056A	C1LK0760	07/22/96	08/12/96	10/08/96	10/23/96	15	FOC missed	0
NY04	Bell Atlantic North	BQ04059A	C1PZ6665	05/13/96	05/16/96	06/06/96	06/15/96	9	FOC missed	0
NY04	Bell Atlantic North	BQ04060A	C1PY2259	10/31/96	12/16/96	12/31/96	01/21/97	21	FOC missed	0
NY04	Bell Atlantic North	BQ04062B	C2FH4666	09/24/97	10/20/97	10/20/97	11/07/97	18	FOC missed	0
NY04	Bell Atlantic North	BQ04063A	C1UZ9481	01/15/97	01/24/97	02/13/97	02/13/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04064A	C2PG9301	09/20/96	12/26/96	11/13/96	01/06/97	54	FOC missed	0
NY04	Bell Atlantic North	BQ04065A	C1XJ7896	06/24/96	07/02/96	07/02/96	07/11/96	9	FOC missed	0
NY04	Bell Atlantic North	BQ04069A	C1PZ6663	05/10/96	05/14/96	06/06/96	06/04/96	-2	FOC made	1
NY04	Bell Atlantic North	BQ04070A	C2MA4400	03/13/97	03/24/97	04/14/97	04/22/97	8	FOC missed	0
NY04	Bell Atlantic North	BQ04075B	C2WX3347	09/20/96	10/17/96	10/21/96	11/07/96	17	FOC missed	0
NY04	Bell Atlantic North	BQ04076A	C2WX3350	09/20/96	09/30/96	10/11/96	11/05/96	25	FOC missed	0
NY04	Bell Atlantic North	BQ04077A	C2GL7027	07/12/96	08/14/96	08/14/96	08/29/96	15	FOC missed	0
NY04	Bell Atlantic North	BQ04078A	C2KQ1151	07/25/96	10/11/96	10/11/96	10/11/96	0	FOC made	1
NY04	Bell Atlantic North	BQ04082A	C2JC6127	09/09/96	09/27/96	09/27/96	09/30/96	3	FOC missed	0
NY04	Bell Atlantic North	BQ04083B	C1EK0826	03/18/98	04/22/98	04/22/98	04/22/98	0	FOC made	1
NY04	Bell Atlantic North	BQ04084A	C2AW0405	09/20/96	10/04/96	10/15/96	11/18/96	34	FOC missed	0
NY04	Bell Atlantic North	BQ04085A		04/15/98	05/05/98	05/05/98	09/17/98	135	FOC missed	0
NY04	Bell Atlantic North	BQ04086A	C1JZ5510	07/11/96	08/16/96	08/22/96	08/22/96	0	FOC made	1
NY04	Bell Atlantic North	BQ04089B	C1CP2214	10/09/96	10/24/96	11/04/96	11/12/96	8	FOC missed	0
NY04	Bell Atlantic North	BQ04093A	C1VM8296	06/05/96	06/28/96	06/28/96	09/09/96	73	FOC missed	0
NY04	Bell Atlantic North	BQ04101A	C2MX0589	11/12/96	11/20/96	11/20/96	09/22/96	-59	FOC made	1
NY04	Bell Atlantic North	BQ04108B	C1QV2440	12/12/96	02/28/97	05/15/97	05/15/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04111A	C1FL6938	10/10/96	12/04/96	11/14/96	12/12/96	28	FOC missed	0
NY04	Bell Atlantic North	BQ04117A	C2UD6631	12/19/97	12/23/97	12/23/97	12/23/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04119A	C2EX5340	12/04/97	12/12/97	12/18/97	12/18/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04120F	C1HL5813	01/13/97	02/21/97	03/07/97	03/06/97	-1	FOC made	1
NY04	Bell Atlantic North	BQ04121C	C1RN4944	12/17/96	12/27/96	01/15/97	01/10/97	-5	FOC made	1
NY04	Bell Atlantic North	BQ04123F	C1HV7189	10/09/96	12/12/96	12/12/96	12/20/96	8	FOC missed	0
NY04	Bell Atlantic North	BQ04124A	C1NY0233	09/09/96	09/25/96	10/08/96	10/09/96	1	FOC missed	0
NY04	Bell Atlantic North	BQ04125B	C2LY6356	03/26/97	04/10/97	04/18/97	04/18/97	0	FOC made	1

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jn	name	site_from	ord_number	original_order_date	req_due_date	foc_date	date_accepted	MISS FOC	AVG Day Missed	% MISS FOC
NY04	Bell Atlantic North	BQ04126B	C2NQ2280	03/26/97	04/10/97	04/18/97	04/18/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04127A	C1PZ6666	05/13/96	05/16/96	06/06/96	06/10/96	4	FOC missed	0
NY04	Bell Atlantic North	BQ04130A	C2GN4474	07/12/96	09/11/96	09/11/96	09/18/96	7	FOC missed	0
NY04	Bell Atlantic North	BQ04131B	C2LY8650	03/26/97	04/10/97	04/18/97	04/18/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04132A	C2WX3346	09/20/96	10/28/96	10/28/96	09/30/96	-28	FOC made	1
NY04	Bell Atlantic North	BQ04136A	C2GQ4692	07/12/96	08/19/96	08/06/96	08/06/96	0	FOC made	1
NY04	Bell Atlantic North	BQ04137B	C2FD0338	12/19/97	12/23/97	12/23/97	12/23/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04139A	C1KQ5755	07/12/96	09/25/96	09/03/96	09/04/96	1	FOC missed	0
NY04	Bell Atlantic North	BQ04149A	C1EB2359	10/10/96	11/08/96	11/15/96	12/27/96	42	FOC missed	0
NY04	Bell Atlantic North	BQ04150A	C1BG4087	10/04/96	10/17/96	10/29/96	11/09/96	11	FOC missed	0
NY04	Bell Atlantic North	BQ04151C	C2UK8034	12/04/97	12/12/97	12/18/97	12/18/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04153B	C1JX5233	01/30/97	02/21/97	03/10/97	03/07/97	-3	FOC made	1
NY04	Bell Atlantic North	BQ04154A	C1EM4225	10/04/96	11/08/96	11/19/96	11/20/96	1	FOC missed	0
NY04	Bell Atlantic North	BQ04155A	C2PE4126	03/26/97	04/10/97	04/10/97	04/10/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04156A	C2VS2913	04/21/97	05/06/97	05/16/97	05/22/97	6	FOC missed	0
NY04	Bell Atlantic North	BQ04159A	C1DC4850	05/23/97	06/04/97	06/19/97	07/22/97	33	FOC missed	0
NY04	Bell Atlantic North	BQ04160A	C2PC4937	03/26/97	04/10/97	04/18/97	04/18/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04162A	C1UH7623	08/07/97	08/26/97	08/27/97	08/27/97	0	FOC made	1
NY04	Bell Atlantic North	BQ04163A	C1EW3343	01/26/98	01/30/98	02/12/98	02/11/98	-1	FOC made	1
NY04	Bell Atlantic North	BQ04166A	C1TD6472	04/30/98	05/26/98	05/26/98	05/28/98	2	FOC missed	0
NY04	Bell Atlantic North	BQ04167A	C1YS1716	04/01/98	04/20/98	04/22/98	05/06/98	14	FOC missed	0
NY04	Bell Atlantic North	BQ04701C	C1WX9008	03/27/98	04/22/98	04/22/98	04/30/98	8	FOC missed	0
NY04	Bell Atlantic North	BQ04704B	C1KR2876	09/15/98	10/21/98	10/22/98	11/02/98	11	FOC missed	0
NY04	Bell Atlantic North	BQ04705B	C1UC4419	03/16/98	04/23/98	04/23/98	04/24/98	1	FOC missed	0
NY04	Bell Atlantic North	BQ04706A	C1KZ9039	02/06/98	02/25/98	03/12/98	03/13/98	1	FOC missed	0
NY04	Bell Atlantic North	BQ04707E	C2KZ9040	02/13/98	03/04/98	03/12/98	03/16/98	4	FOC missed	0
NY04	Bell Atlantic North	BQ04709A	C1DY5902	02/20/98	03/09/98	04/03/98	04/06/98	3	FOC missed	0
NY04	Bell Atlantic North	BQ04710A	C1LP8514	02/26/98	03/18/98	03/18/98	03/18/98	0	FOC made	1
NY04	Bell Atlantic North	BQ04711D	C2TW5655	08/28/98	09/24/98	10/02/98	10/05/98	3	FOC missed	0
NY04	Bell Atlantic North	BQ04712C	C2RY5528	02/26/99	03/19/99	04/13/99	04/22/99	9	FOC missed	0
NY04	Bell Atlantic North	BQ04713B	C1NC7798	02/06/98	02/24/98	03/13/98	03/13/98	0	FOC made	1
NY04	Bell Atlantic North	BQ04714A	C1NC3137	02/11/98	02/26/98	04/03/98	04/06/98	3	FOC missed	0
NY04	Bell Atlantic North	BQ04715B	C1KJ8287	02/06/98	02/24/98	03/23/98	03/23/98	0	FOC made	1
NY04	Bell Atlantic North	BQ04716A	C1JC8906	02/12/98	02/27/98	03/12/98	03/13/98	1	FOC missed	0
NY04	Bell Atlantic North	BQ04718A	C1SM3619	03/11/98	03/30/98	03/30/98	03/27/98	-3	FOC made	1
NY04	Bell Atlantic North	BQ04719A	C1ZM0699	05/29/98	06/25/98	06/26/98	06/26/98	0	FOC made	1
NY04	Bell Atlantic North	BQ04720D	C2VW0755	02/09/98	02/24/98	03/12/98	03/13/98	1	FOC missed	0
NY04	Bell Atlantic North	BQ04721A	C1MQ1028	02/11/98	02/25/98	03/12/98	03/12/98	0	FOC made	1
NY04	Bell Atlantic North	BQ04724A	C2YL0803	09/15/98	10/19/98	10/19/98	10/13/98	-6	FOC made	1
NY04	Bell Atlantic North	BQ04725B	C1FP5220	03/24/98	05/04/98	05/04/98	05/04/98	0	FOC made	1
NY04	Bell Atlantic North	BQ04728A	C1GY0269	03/26/98	04/15/98	04/15/98	04/17/98	2	FOC missed	0
NY04	Bell Atlantic North	BQ04732A	C1GD8791	04/01/99	04/23/99	04/26/99	04/27/99	1	FOC missed	0
NY04	Bell Atlantic North	BQ04800A	C2GD7065	12/15/98	12/29/98	12/28/98	12/31/98	3	FOC missed	0
NY04	Bell Atlantic North	IS04027A	N1PX8526	05/10/96	05/14/96	06/06/96	06/15/96	9	FOC missed	0
									14.15	36
										34%
NY05	Bell Atlantic - PA/DE/MD	IS05118A	C18212GS	04/15/97	04/22/97	04/25/97	04/25/97	0	FOC made	1
NY05	Bell Atlantic - PA/DE/MD	IS05123B	C61837GS	01/08/98	01/22/98	01/22/98	02/06/98	15	FOC missed	0
NY05	Bell Atlantic - PA/DE/MD	IS05125A	C62927GS	01/13/98	01/28/98	01/28/98	01/29/98	1	FOC missed	0

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NY01	Bell Atlantic North	NY01001C	C2KZ3637	03/13/97	03/27/97	04/11/97	04/11/97	0	FOC made	1
NY01	Bell Atlantic North	NY01002A	C2FW0875	01/16/98	01/21/98	01/21/98	01/21/98	0	FOC made	1
NY01	Bell Atlantic North	NY01003A	C1RR3083	12/19/96	01/13/97	01/13/97	01/16/97	3	FOC missed	0
NY01	Bell Atlantic North	NY01004B	C2HF6439	10/17/97	10/27/97	11/05/97	11/05/97	0	FOC made	1
NY01	Bell Atlantic North	NY01005B	C1NZ4460	07/28/97	08/11/97	08/11/97	08/26/97	15	FOC missed	0
NY01	Bell Atlantic North	NY01006A	C2HR1263	07/26/96	08/09/96	08/09/96	08/21/96	12	FOC missed	0
NY01	Bell Atlantic North	NY01007A	C2YD9634	09/26/96	10/18/96	10/24/96	10/25/96	1	FOC missed	0
NY01	Bell Atlantic North	NY01008A	C1NQ1004	11/18/96	11/27/96	12/27/96	12/16/96	-11	FOC made	1
NY01	Bell Atlantic North	NY01009C	C1KF6213	07/07/97	07/18/97	07/28/97	08/26/97	29	FOC missed	0
NY01	Bell Atlantic North	NY01012A	C1NA6456	12/10/96	01/20/97	01/20/97	01/20/97	0	FOC made	1
NY01	Bell Atlantic North	NY01013G	C2VY3306	04/30/97	05/21/97	05/21/97	05/21/97	0	FOC made	1
NY01	Bell Atlantic North	NY01014A	C2GG5721	05/14/97	05/23/97	06/06/97	06/07/97	1	FOC missed	0
NY01	Bell Atlantic North	NY01015F	C1KJ3337	06/23/97	07/02/97	07/21/97	08/26/97	36	FOC missed	0
NY01	Bell Atlantic North	NY01016A	C2YL6975	09/26/96	10/16/96	10/24/96	10/31/96	7	FOC missed	0
NY01	Bell Atlantic North	NY01017B	C1WA6213	01/23/97	01/31/97	02/19/97	02/19/97	0	FOC made	1
NY01	Bell Atlantic North	NY01018A	C1GH1327	10/08/96	11/15/96	11/22/96	11/27/96	5	FOC missed	0
NY01	Bell Atlantic North	NY01019C	C1LR6516	11/18/96	11/29/96	12/24/96	12/16/96	-8	FOC made	1
NY01	Bell Atlantic North	NY01020B	C1SC0267	03/13/97	04/07/97	04/14/97	04/25/97	11	FOC missed	0
NY01	Bell Atlantic North	NY01022A	C2TC5033	11/18/96	11/26/96	12/24/96	12/12/96	-12	FOC made	1
NY01	Bell Atlantic North	NY01023B	C1QV3439	07/24/97	08/11/97	08/28/97	08/28/97	0	FOC made	1
NY01	Bell Atlantic North	NY01024C	C1PQ2430	12/06/96	01/03/97	01/07/97	01/07/97	0	FOC made	1
NY01	Bell Atlantic North	NY01025B	C2HF5927	10/09/96	11/15/96	11/15/96	11/22/96	7	FOC missed	0
NY01	Bell Atlantic North	NY01026A	C1NS2688	11/19/96	12/13/96	01/02/97	12/21/96	-12	FOC made	1
NY01	Bell Atlantic North	NY01027B	C1YK7417	01/23/97	02/14/97	02/19/97	02/26/97	7	FOC missed	0
NY01	Bell Atlantic North	NY01028A	C1WA6359	01/23/97	02/14/97	02/19/97	02/19/97	0	FOC made	1
NY01	Bell Atlantic North	NY01029A	C2GF5905	05/14/97	06/12/97	06/12/97	06/18/97	6	FOC missed	0
NY01	Bell Atlantic North	NY01030A	CLAG6315	10/10/96	10/30/96	10/30/97	11/14/97	15	FOC missed	0
NY01	Bell Atlantic North	NY01050A	C1SA1803	12/20/96	12/27/96	01/20/97	01/20/97	0	FOC made	1
NY01	Bell Atlantic North	NY01051A	C1EG4424	10/02/96	11/06/96	11/13/96	11/21/96	8	FOC missed	0
NY01	Bell Atlantic North	NY01052B	C2FF0848	10/02/96	11/15/96	11/15/96	10/10/96	-36	FOC made	1
NY01	Bell Atlantic North	NY01053A	C2FR6653	07/26/96	08/09/96	10/22/96	11/06/96	15	FOC missed	0
NY01	Bell Atlantic North	NY01054A	C1PJ4402	12/04/96	12/18/96	12/18/96	12/27/96	9	FOC missed	0
NY01	Bell Atlantic North	NY01056B	C2FF5854	10/02/96	10/21/96	10/31/96	10/10/96	-21	FOC made	1
NY01	Bell Atlantic North	NY01057A	C1CN9690	10/24/96	11/11/96	11/14/96	11/13/96	-1	FOC made	1
NY01	Bell Atlantic North	NY01058B	C1DD0215	08/18/97	09/05/97	09/05/97	08/29/97	-7	FOC made	1
NY01	Bell Atlantic North	NY01059B	C1AE8918	10/09/96	10/18/96	10/18/96	11/06/96	19	FOC missed	0
NY01	Bell Atlantic North	NY01060B	C1DV1670	10/21/96	12/05/96	12/13/96	01/02/97	20	FOC missed	0
NY01	Bell Atlantic North	NY01061C	C1CV1556	09/26/96	10/12/96	11/14/96	11/14/96	0	FOC made	1
NY01	Bell Atlantic North	NY01062B	C1PP5212	02/28/97	03/10/97	03/26/97	04/09/97	14	FOC missed	0
NY01	Bell Atlantic North	NY01063A	C1BG4091	10/02/96	11/04/96	11/04/96	10/10/96	-25	FOC made	1
NY01	Bell Atlantic North	NY01064A	C2FR6702	07/26/96	08/16/96	08/16/96	10/02/96	47	FOC missed	0
NY01	Bell Atlantic North	NY01065C	C1FE3050	10/24/96	11/21/96	11/19/96	11/20/96	1	FOC missed	0
NY01	Bell Atlantic North	NY01066A	C2HK5029	10/21/96	11/08/96	11/14/96	11/13/96	-1	FOC made	1
NY01	Bell Atlantic North	NY01067A	C1RQ1619	12/17/96	01/06/97	01/17/97	01/10/97	-7	FOC made	1
NY01	Bell Atlantic North	NY01068D	C2VM0283	02/13/98	03/04/98	03/11/98	03/11/98	0	FOC made	1
NY01	Bell Atlantic North	NY01069C	C1BL5712	10/09/96	10/24/96	11/19/96	01/22/97	64	FOC missed	0
NY01	Bell Atlantic North	NY01070A	C1ES4324	09/26/96	10/25/96	11/15/96	11/20/96	5	FOC missed	0
NY01	Bell Atlantic North	NY01071D	C1CQ9107	10/09/96	11/01/96	11/14/96	11/14/96	0	FOC made	1

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*gn	name	site_from	ord_number	original_order_date	req_due_date	foc_date	date_accepted	MISS FOC	AVG Day Missed	% MISS FOC
NY01	Bell Atlantic North	NY01072C	C1EA4917	10/09/96	11/01/96	11/14/96	11/26/96	12	FOC missed	0
NY01	Bell Atlantic North	NY01073B	C2YY8766	05/22/97	06/06/97	06/26/97	07/03/97	7	FOC missed	0
NY01	Bell Atlantic North	NY01074D	C2HY0497	09/26/96	11/04/96	11/13/96	11/20/96	7	FOC missed	0
NY01	Bell Atlantic North	NY01075A	C2GK2930	07/11/96	09/12/96	10/29/96	11/04/96	6	FOC missed	0
NY01	Bell Atlantic North	NY01076A	C1PG6815	12/17/96	01/15/97	01/15/97	01/24/97	9	FOC missed	0
NY01	Bell Atlantic North	NY01077D	C1TE4463	12/24/96	01/06/97	01/24/97	01/23/97	-1	FOC made	1
NY01	Bell Atlantic North	NY01079C	C1HP2109	11/11/96	12/06/96	12/22/96	12/13/96	-9	FOC made	1
NY01	Bell Atlantic North	NY01080B	C1EK7538	10/21/96	11/26/96	11/26/96	11/20/96	-6	FOC made	1
NY01	Bell Atlantic North	NY01081B	C1MH9885	11/19/96	12/27/96	01/03/97	01/30/97	27	FOC missed	0
NY01	Bell Atlantic North	NY01082D	C1ZQ9560	09/10/97	09/26/97	09/26/97	09/26/97	0	FOC made	1
NY01	Bell Atlantic North	NY01084A	C2GT7998	07/11/96	08/23/96	08/07/96	08/22/96	15	FOC missed	0
NY01	Bell Atlantic North	NY01085A	C1BP6868	10/09/96	11/06/96	11/18/96	11/18/96	0	FOC made	1
NY01	Bell Atlantic North	NY01087B	C1RT1391	12/11/96	12/23/96	01/17/97	01/15/97	-2	FOC made	1
NY01	Bell Atlantic North	NY01088B	C1SZ2679	12/24/96	01/06/97	01/24/97	01/24/97	0	FOC made	1
NY01	Bell Atlantic North	NY01089A	C1EM4221	10/02/96	10/18/96	11/15/96	11/15/96	0	FOC made	1
NY01	Bell Atlantic North	NY01090B	C2JN5306	10/03/96	10/25/96	11/18/96	11/21/96	3	FOC missed	0
NY01	Bell Atlantic North	NY01091A	C1DR2472	10/09/96	12/11/96	12/16/96	12/16/96	0	FOC made	1
NY01	Bell Atlantic North	NY01092C	C2WJ2322	04/24/97	05/05/97	05/20/97	11/20/97	184	FOC missed	0
NY01	Bell Atlantic North	NY01093C	C1NU1510	08/26/97	09/05/97		09/08/97		FOC made	1
NY01	Bell Atlantic North	NY01094A	C1AA0272	01/09/97	02/07/97	04/17/97	04/18/97	1	FOC missed	0
NY01	Bell Atlantic North	NY01095B	C1NZ1293	11/19/96	02/25/97	02/25/97	02/25/97	0	FOC made	1
NY01	Bell Atlantic North	NY01096C	C1KK8233	03/13/98	03/19/98	03/19/98	03/21/98	2	FOC missed	0
NY01	Bell Atlantic North	NY01097A	C2HZ5746	10/08/96	11/26/96	11/26/96	10/10/96	-47	FOC made	1
NY01	Bell Atlantic North	NY01099E	C2KB9309	09/26/97	11/03/97	11/13/97	11/13/97	0	FOC made	1
NY01	Bell Atlantic North	NY01101E	C1YB1103	01/23/97	01/31/97	02/19/97	02/19/97	0	FOC made	1
NY01	Bell Atlantic North	NY01102A	C1QA6362	12/20/96	12/27/96	01/27/97	01/24/97	-3	FOC made	1
NY01	Bell Atlantic North	NY01103B	C1TB6094	01/09/97	01/24/97	02/04/97	02/03/97	-1	FOC made	1
NY01	Bell Atlantic North	NY01105A	C2KQ7509	02/28/97	03/10/97	04/09/97	04/09/97	0	FOC made	1
NY01	Bell Atlantic North	NY01106A	C1EM2713	10/02/96	10/11/96	11/18/96	11/12/96	-6	FOC made	1
NY01	Bell Atlantic North	NY01107B	C2HL6295	07/31/96	08/16/96	09/19/96	09/19/96	0	FOC made	1
NY01	Bell Atlantic North	NY01108A	C2HX9252	07/31/96	10/02/96	10/02/96	10/01/96	-1	FOC made	1
NY01	Bell Atlantic North	NY01109A	C2LP1219	08/07/96	09/30/96	09/30/96	09/30/96	0	FOC made	1
NY01	Bell Atlantic North	NY01110A	C1PC7065	11/18/96	12/18/96	01/03/97	01/03/97	0	FOC made	1
NY01	Bell Atlantic North	NY01112C	C2JS0004	05/23/97	06/27/97	06/27/97	07/07/97	10	FOC missed	0
NY01	Bell Atlantic North	NY01113A	C2QB7118	09/25/96	10/25/96	10/25/96	10/25/96	0	FOC made	1
NY01	Bell Atlantic North	NY01114B	C1TB6151	01/09/97	02/14/97	02/04/97	02/14/97	10	FOC missed	0
NY01	Bell Atlantic North	NY01115A	C2QG8018	04/10/97	06/12/97	06/12/97	06/12/97	0	FOC made	1
NY01	Bell Atlantic North	NY01116A	C2DP2141	02/06/97	02/25/97	03/07/97	03/07/97	0	FOC made	1
NY01	Bell Atlantic North	NY01117C	C1QL2137	12/11/96	12/18/96	01/10/97	12/27/96	-14	FOC made	1
NY01	Bell Atlantic North	NY01118B	C2YB0635	07/24/97	08/11/97	08/13/97	08/14/97	1	FOC missed	0
NY01	Bell Atlantic North	NY01121B	C2UH6029	04/24/97	05/12/97	05/20/97	05/20/97	0	FOC made	1
NY01	Bell Atlantic North	NY01124A	C1CC3077	10/09/96	10/28/96	10/28/96	10/28/96	0	FOC made	1
NY01	Bell Atlantic North	NY01125A	C1ST9177	01/03/97	05/12/97	05/12/97	06/11/97	30	FOC missed	0
NY01	Bell Atlantic North	NY01126A	N2HL9744	07/29/96	08/09/96	08/23/96	10/22/96	60	FOC missed	0
NY01	Bell Atlantic North	NY01127B	C2PS6152	10/31/97	11/21/97	12/10/97	12/10/97	0	FOC made	1
NY01	Bell Atlantic North	NY01131A	C1GA9211	11/09/96	11/13/96	11/20/96	11/15/96	-5	FOC made	1
NY01	Bell Atlantic North	NY01132B	C1DT2024	10/21/96	11/15/96	11/15/96	11/21/96	6	FOC missed	0
NY01	Bell Atlantic North	NY01133A	C2YK4415	05/08/97	05/19/97	05/29/97	06/11/97	13	FOC missed	0

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rgn	name	site_from	ord_number	original_order_date	req_due_date	foc_date	date_accepted	MISS FOC	AVG Day Missed	% MISS FOC
NY01	Bell Atlantic North	NY01134B	C2US6824	12/30/97	01/09/98	01/09/98	01/09/98	0	FOC made	1
NY01	Bell Atlantic North	NY01135B	C1QW5387	03/06/97	03/17/97	04/09/97	04/17/97	8	FOC missed	0
NY01	Bell Atlantic North	NY01136A	C1CP2787	10/17/96	11/12/96	11/12/96	11/15/96	3	FOC missed	0
NY01	Bell Atlantic North	NY01137D	C1PM0997	09/02/97	09/18/97	10/20/97	10/20/97	0	FOC made	1
NY01	Bell Atlantic North	NY01138B	C2SF1668	04/10/97	04/28/97	05/08/97	05/22/97	14	FOC missed	0
NY01	Bell Atlantic North	NY01139A	C2GL7012	09/09/96	10/22/96	10/22/96	12/11/96	50	FOC missed	0
NY01	Bell Atlantic North	NY01140E	C2LK4854	10/22/97	11/06/97	12/08/97	12/08/97	0	FOC made	1
NY01	Bell Atlantic North	NY01141B	C2ZV1467	02/25/99	03/09/99	03/09/99	03/11/99	2	FOC missed	0
NY01	Bell Atlantic North	NY01142B	C1EZ1103	10/08/96	11/15/96	11/19/96	11/21/96	2	FOC missed	0
NY01	Bell Atlantic North	NY01143A	C2LJ2963	03/13/97	03/24/97	04/14/97	04/14/97	0	FOC made	1
NY01	Bell Atlantic North	NY01144A	C1CX2547	05/23/97	06/04/97	06/27/97	06/27/97	0	FOC made	1
NY01	Bell Atlantic North	NY01145B	C2LD9600	01/12/99	02/17/99	02/17/99	02/18/99	1	FOC missed	0
NY01	Bell Atlantic North	NY01147B	C1VF4931	08/28/97	09/09/97	10/02/97	10/02/97	0	FOC made	1
NY01	Bell Atlantic North	NY01153A	C1TK2265	08/07/97	08/15/97	08/15/97	08/15/97	0	FOC made	1
NY01	Bell Atlantic North	NY01157A	C2XL5743	03/26/99	04/16/99	04/26/99	05/11/99	15	FOC missed	0
NY01	Bell Atlantic North	NY01158A	C1BS5160	09/30/98	10/28/98	10/28/98	10/27/98	-1	FOC made	1
NY01	Bell Atlantic North	NY01159A	C1WM6781	04/03/98	04/21/98	05/07/98	05/07/98	0	FOC made	1
NY01	Bell Atlantic North	NY01162A	C2UX2934	12/07/97	01/07/98	01/08/98	03/31/98	82	FOC missed	0
NY01	Bell Atlantic North	NY01257A	C1KP4686	04/02/99	04/20/99	04/26/99	05/11/99	15	FOC missed	0
NY01	Bell Atlantic North	NY01267A	C1ZG9727	06/01/99	06/21/99	06/30/99	07/07/99	7	FOC missed	0
NY01	Bell Atlantic North	NY01302A	C1JG2903	11/13/96	11/20/96	12/04/96	11/27/96	-7	FOC made	1
NY01	Bell Atlantic North	NY01303A	C2VQ4736	09/17/96	10/15/96	10/15/96	10/28/96	13	FOC missed	0
NY01	Bell Atlantic North	NY01405A	C1FG0170	05/03/99	06/11/99	06/11/99	06/14/99	3	FOC missed	0
NY01	Bell Atlantic North	NY01601A	C2FR2134	07/10/96	08/29/96	08/29/96	08/29/96	0	FOC made	1
NY01	Bell Atlantic North	NY01603A	C2DV9125	06/28/96	08/06/96	09/06/96	09/09/96	3	FOC missed	0
NY01	Bell Atlantic North	NY01702A	C1KT8567	02/20/98	03/11/98	03/16/98	03/16/98	0	FOC made	1
NY01	Bell Atlantic North	NY01703C	C1MN3772	02/19/98	03/12/98	03/16/98	03/16/98	0	FOC made	1
NY01	Bell Atlantic North	NY01704B	C2WB5995	03/27/98	03/31/98	03/31/98	03/31/98	0	FOC made	1
NY01	Bell Atlantic North	NY01705A	C1MA1520	03/30/98	04/24/98	04/24/98	04/28/98	4	FOC missed	0
NY01	Bell Atlantic North	NY01707A	C1LG9869	02/16/98	03/27/98	03/27/98	03/27/98	0	FOC made	1
NY01	Bell Atlantic North	NY01713A	C1QA5182	05/06/98	05/28/98	06/05/98	06/05/98	0	FOC made	1
NY01	Bell Atlantic North	NY01714B	C2XM0834	02/23/98	03/12/98	03/18/98	03/19/98	1	FOC missed	0
NY01	Bell Atlantic North	NY01800A	C2PD3785	02/11/99	02/22/99	02/22/99	02/25/99	3	FOC missed	0
									5.80	70
										54%
NY02	Bell Atlantic North	BX02001A	C1BG4092	09/26/96	10/08/96	10/30/96	11/15/96	16	FOC missed	0
NY02	Bell Atlantic North	BX02002A	C2VH5218	12/13/96	12/20/96	01/13/97	02/05/97	23	FOC missed	0
NY02	Bell Atlantic North	BX02003C	C1TZ3441	01/03/97	01/24/97	01/29/97	01/29/97	0	FOC made	1
NY02	Bell Atlantic North	BX02005B	C2BK0476	09/25/96	10/07/96	10/15/96	11/19/96	35	FOC missed	0
NY02	Bell Atlantic North	BX02006A	C2XP8691	09/09/96	09/16/96	10/16/96	11/01/96	16	FOC missed	0
NY02	Bell Atlantic North	BX02007B	C2MS7181	09/09/96	09/16/96	09/16/96	11/14/96	59	FOC missed	0
NY02	Bell Atlantic North	BX02008C	C1EA1250	10/09/96	10/21/96	11/14/96	12/02/96	18	FOC missed	0
NY02	Bell Atlantic North	BX02009E	C1AL0061	01/10/97	01/27/97	02/06/97	02/06/97	0	FOC made	1
NY02	Bell Atlantic North	BX02010G	C2LG0925	01/21/98	02/12/98	02/12/98	02/13/98	1	FOC missed	0
NY02	Bell Atlantic North	BX02011B	C2RC2938	04/03/97	04/11/97	05/05/97	05/07/97	2	FOC missed	0
NY02	Bell Atlantic North	BX02012C	C2GD5165	10/09/96	10/21/96	11/04/96	11/07/96	3	FOC missed	0
NY02	Bell Atlantic North	BX02013B	C1NV8599	12/04/96	12/16/96	01/13/97	01/13/97	0	FOC made	1
NY02	Bell Atlantic North	BX02015A	C1TF7066	12/26/96	01/24/97	01/24/97	01/23/97	-1	FOC made	1
NY02	Bell Atlantic North	BX02016A	C1DE9584	10/10/96	10/28/96	11/18/96	11/26/96	8	FOC missed	0

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rgn	name	site_from	ord_number	original_order_date	req_due_date	foc_date	date_accepted	MISS FOC	AVG Day Missed	% MISS FOC
NY02	Bell Atlantic North	BX02017A	C2CD6475	02/05/97	03/24/97	03/28/97	03/27/97	-1	FOC made	1
NY02	Bell Atlantic North	NY02001E	C1RR3184	12/19/96	01/06/97	01/17/97	01/24/97	7	FOC missed	0
NY02	Bell Atlantic North	NY02007A	C2KJ1632	03/06/97	03/17/97	04/01/97	04/01/97	0	FOC made	1
NY02	Bell Atlantic North	NY02008A	C2CB0241	04/24/97	05/08/97	05/16/97	05/16/97	0	FOC made	1
NY02	Bell Atlantic North	NY02009F	C1QV5933	03/06/97	03/17/97	04/09/97	04/14/97	5	FOC missed	0
NY02	Bell Atlantic North	NY02010C	C1JZ6980	07/07/97	07/15/97	07/25/97	08/26/97	32	FOC missed	0
NY02	Bell Atlantic North	NY02011A	C2HK5596	10/07/96	10/25/96	11/12/96	11/14/96	2	FOC missed	0
NY02	Bell Atlantic North	NY02012A	C1QP1851	12/12/96	12/18/96	01/13/97	01/13/97	0	FOC made	1
NY02	Bell Atlantic North	NY02013E	C1AG6689	10/09/96	10/25/96	11/04/96	11/08/96	4	FOC missed	0
NY02	Bell Atlantic North	NY02015E	C2SF1940	04/10/97	04/18/97	05/08/97	05/07/97	-1	FOC made	1
NY02	Bell Atlantic North	NY02016B	C2LA4379	03/06/97	03/24/97	04/30/97	05/01/97	1	FOC missed	0
NY02	Bell Atlantic North	NY02018A	C2MS7190	08/08/96	08/26/96	09/03/96	11/15/96	73	FOC missed	0
NY02	Bell Atlantic North	NY02020G	C2PS9504	10/31/97	11/24/97	12/04/97	12/03/97	-1	FOC made	1
NY02	Bell Atlantic North	NY02021C	C1PR2140	12/05/96	12/20/96	02/03/97	02/04/97	1	FOC missed	0
NY02	Bell Atlantic North	NY02022A	C2GF0682	09/26/96	10/09/96	10/31/96	11/15/96	15	FOC missed	0
NY02	Bell Atlantic North	NY02023E	C1QQ6928	12/12/96	12/27/96	01/13/97	01/24/97	11	FOC missed	0
NY02	Bell Atlantic North	NY02023E	C2BX4929	09/15/97	09/26/97	10/20/97	10/20/97	0	FOC made	1
NY02	Bell Atlantic North	NY02024B	C2HY0708	10/08/96	12/13/96	12/13/96	12/14/96	1	FOC missed	0
NY02	Bell Atlantic North	NY02027C	C2QG8016	04/10/97	04/18/97	05/08/97	05/07/97	-1	FOC made	1
NY02	Bell Atlantic North	NY02028D	C2PM9825	04/03/97	04/14/97	05/01/97	05/01/97	0	FOC made	1
NY02	Bell Atlantic North	NY02029H	C1BG8234	10/08/96	11/15/96	11/15/96	11/29/96	14	FOC missed	0
NY02	Bell Atlantic North	NY02030C	C1MR8445	10/01/97	10/09/97	10/22/97	10/22/97	0	FOC made	1
NY02	Bell Atlantic North	NY02031A	C1ER2478	06/04/97	06/17/97	07/24/97	07/24/97	0	FOC made	1
NY02	Bell Atlantic North	NY02032B	C1UC4932	09/10/97	09/12/97	10/03/97	10/03/97	0	FOC made	1
NY02	Bell Atlantic North	NY02034C	C1AG8070	10/08/96	10/25/96	11/06/96	11/12/96	6	FOC missed	0
NY02	Bell Atlantic North	NY02035B	C1AX9666	10/08/96	10/17/96	11/06/96	11/15/96	9	FOC missed	0
NY02	Bell Atlantic North	NY02036B	C2NY3095	03/28/97	04/07/97	04/24/97	04/22/97	-2	FOC made	1
NY02	Bell Atlantic North	NY02037E	C1NZ1167	11/22/96	12/13/96	01/03/97	01/13/97	10	FOC missed	0
NY02	Bell Atlantic North	NY02040A	C2QY2476	04/03/97	04/11/97	05/01/97	04/30/97	-1	FOC made	1
NY02	Bell Atlantic North	NY02041A	C1PG7125	12/06/96	12/17/96	12/30/96	01/18/97	19	FOC missed	0
NY02	Bell Atlantic North	NY02042A	C2JG5489	10/02/96	10/25/96	11/15/96	11/19/96	4	FOC missed	0
NY02	Bell Atlantic North	NY02043B	C1NZ1388	11/22/96	12/13/96	01/03/97	01/13/97	10	FOC missed	0
NY02	Bell Atlantic North	NY02044G	C1UW5435	07/02/99	07/19/99	07/19/99	07/23/99	4	FOC missed	0
NY02	Bell Atlantic North	NY02045F	C1DH5243	08/14/97	08/29/97	10/08/97	10/08/97	0	FOC made	1
NY02	Bell Atlantic North	NY02046E	C2UB6603	04/24/97	05/08/97	05/19/97	06/06/97	18	FOC missed	0
NY02	Bell Atlantic North	NY02047F	C2WW0756	06/04/98	06/12/98	06/17/98	06/18/98	1	FOC missed	0
NY02	Bell Atlantic North	NY02048D	C1EM4226	10/02/96	11/04/96	11/19/96	11/18/96	-1	FOC made	1
NY02	Bell Atlantic North	NY02050E	C2HQ0178	10/21/96	11/06/96	11/06/96	11/15/96	9	FOC missed	0
NY02	Bell Atlantic North	NY02051F	C1BF4363	01/08/98	01/22/98	01/30/98	02/18/98	19	FOC missed	0
NY02	Bell Atlantic North	NY02052F	C2QG8017	04/10/97	04/23/97	05/08/97	05/08/97	0	FOC made	1
NY02	Bell Atlantic North	NY02055C	C1JD2089	11/11/96	11/22/96	11/22/96	12/06/96	14	FOC missed	0
NY02	Bell Atlantic North	NY02056C	C2HQ0940	10/08/96	11/15/96	11/15/96	12/02/96	17	FOC missed	0
NY02	Bell Atlantic North	NY02058A	C2UH7742	09/09/96	09/25/96	09/30/96	09/30/96	0	FOC made	1
NY02	Bell Atlantic North	NY02059D	C1NU2047	12/05/96	01/06/97	01/06/97	01/10/97	4	FOC missed	0
NY02	Bell Atlantic North	NY02060E	C1CG2291	10/09/96	11/13/96	11/07/96	11/18/96	11	FOC missed	0
NY02	Bell Atlantic North	NY02061A	C1SJ0299	03/10/97	03/21/97	04/15/97	04/15/97	0	FOC made	1
NY02	Bell Atlantic North	NY02062G	C1XS1937	12/24/96	01/06/97	01/24/97	02/04/97	11	FOC missed	0
NY02	Bell Atlantic North	NY02064B	C1BG4093	09/12/96	10/25/96	10/30/96	11/12/96	13	FOC missed	0

BELL ATLANTIC

rgn	name	site_from	ord_number	original_order_date	req_due_date	foc_date	date_accepted	MISS FOC	AVG Day Missed	% MISS FOC
NY02	Bell Atlantic North	NY02066A	C2XQ5013	12/24/96	01/24/97	01/24/97	01/24/97	0	FOC made	1
NY02	Bell Atlantic North	NY02067A	C1MP8222	12/05/96	01/13/97	01/13/97	02/05/97	23	FOC missed	0
NY02	Bell Atlantic North	NY02081A	C1UH1964	01/03/97	01/20/97	01/24/97	02/12/97	19	FOC missed	0
NY02	Bell Atlantic North	NY02084A	C2TZ1161	08/09/96	09/16/96	09/30/96	11/13/96	44	FOC missed	0
NY02	Bell Atlantic North	NY02085A	C2HZ5654	10/09/96	10/25/96	11/14/96	11/19/96	5	FOC missed	0
NY02	Bell Atlantic North	NY02086A	C1QS0068	09/12/96	11/01/96	11/07/96	11/22/96	15	FOC missed	0
NY02	Bell Atlantic North	NY02087A	C2KV9362	08/08/96	08/27/96	08/28/96	10/31/96	64	FOC missed	0
NY02	Bell Atlantic North	NY02089A	C1XL5044	09/09/96	09/16/96	09/30/96	09/23/96	-7	FOC made	1
NY02	Bell Atlantic North	NY02090A	C1XS0013	08/09/96	08/30/96	09/30/96	11/14/96	45	FOC missed	0
NY02	Bell Atlantic North	NY02201A	C2VJ8979	05/01/97	05/20/97	05/23/97	05/21/97	-2	FOC made	1
NY02	Bell Atlantic North	NY02703A	C1LV1437	01/29/98	02/16/98	03/18/98	03/17/98	-1	FOC made	1
NY02	Bell Atlantic North	NY02704A	C1ML1751	01/29/98	03/25/98	05/05/98	05/05/98	0	FOC made	1
NY02	Bell Atlantic North	NY02705A	C1VS9404	04/21/98	04/24/98	05/05/98	05/05/98	0	FOC made	1
									9.63	29
										39%
NY03	Bell Atlantic North	BX03003A	C1EY7618	10/02/96	01/09/97	01/09/97	12/14/96	-26	FOC made	1
NY03	Bell Atlantic North	BX03006B	C1TU3880	03/13/98	03/31/98	04/14/98	04/14/98	0	FOC made	1
NY03	Bell Atlantic North	BX03007A	C2LG0901	11/01/96	11/22/96	11/22/96	12/03/96	11	FOC missed	0
NY03	Bell Atlantic North	BX03008C	C1CQ2133	10/08/96	11/30/96	11/15/96	12/12/96	27	FOC missed	0
NY03	Bell Atlantic North	BX03009A	C2UY3917	09/12/96	11/15/96	11/15/96	10/31/96	-15	FOC made	1
NY03	Bell Atlantic North	BX03010B	C1HK4982	10/21/96	12/19/96	12/19/96	12/27/96	8	FOC missed	0
NY03	Bell Atlantic North	BX03011B	C1DZ1498	10/21/96	12/13/96	12/13/96	12/20/96	7	FOC missed	0
NY03	Bell Atlantic North	BX03012H	C2DM9252	02/19/97	02/28/97	03/13/97	03/12/97	-1	FOC made	1
NY03	Bell Atlantic North	BX03013G	C1CP9984	10/08/96	12/10/96	11/15/96	12/13/96	28	FOC missed	0
NY03	Bell Atlantic North	BX03014C	C1DX8371	11/01/96	12/16/96	12/16/96	12/13/96	-3	FOC made	1
NY03	Bell Atlantic North	BX03015B	C2SK8798	09/12/96	09/20/96	10/02/96	10/07/96	5	FOC missed	0
NY03	Bell Atlantic North	BX03017B	C1WH9630	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	BX03019B	C1MN8253	12/05/96	12/31/96	12/30/96	01/06/97	7	FOC missed	0
NY03	Bell Atlantic North	BX03020C	C1TD4909	12/24/96	01/24/97	01/24/97	02/10/97	17	FOC missed	0
NY03	Bell Atlantic North	BX03021F	C1RU0607	03/06/97	03/17/97	04/11/97	04/10/97	-1	FOC made	1
NY03	Bell Atlantic North	BX03072B	C1HV7190	10/08/96	12/13/96	12/16/96	12/19/96	3	FOC missed	0
NY03	Bell Atlantic North	BX03077A	C2VL7286	09/12/96	09/20/96	10/01/96	10/08/96	7	FOC missed	0
NY03	Bell Atlantic North	BX03078C	C1BT7444	01/28/98	01/30/98	01/30/98	02/06/98	7	FOC missed	0
NY03	Bell Atlantic North	BX03079A	C1DU8394	02/11/98	02/17/98	02/17/98	02/17/98	0	FOC made	1
NY03	Bell Atlantic North	BX03706A	C1PG3702	03/02/98	03/20/98	03/27/98	03/27/98	0	FOC made	1
NY03	Bell Atlantic North	BX03708A	C2KE3528	06/09/98	07/07/98	07/07/98	07/07/98	0	FOC made	1
NY03	Bell Atlantic North	BX03709B	C1DV1636	01/16/98	02/23/98	02/23/98	02/23/98	0	FOC made	1
NY03	Bell Atlantic North	BX03717E	C1UG5079	05/07/98	05/27/98	06/10/98	06/12/98	2	FOC missed	0
NY03	Bell Atlantic North	BX03722A	C1FU5644	05/11/98	05/22/98	05/22/98	05/22/98	0	FOC made	1
NY03	Bell Atlantic North	WE03016E	C1VS6561	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03018C	C1VV8526	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03022A	C1HN5553	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03023C	C1ZY0803	03/04/98	04/10/98	04/10/98	04/10/98	0	FOC made	1
NY03	Bell Atlantic North	WE03024F	C2HL6210	05/15/98	06/22/98	06/22/98	06/20/98	-2	FOC made	1
NY03	Bell Atlantic North	WE03025A	C1WN9248	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03026B	C1VX8795	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03028D	C1QT4165	01/06/99	02/19/99	04/08/99	04/12/99	4	FOC missed	0
NY03	Bell Atlantic North	WE03030A	C1HY0200	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1
NY03	Bell Atlantic North	WE03032B	C1XT3453	03/24/98	04/07/98	04/17/98	04/17/98	0	FOC made	1

B



OMNIPPOINT COMMUNICATIONS
11 High Point Drive, Wayne, NJ 07470
973 626-6500 Fax: 973 872-5191

Bell Atlantic Omnipoint Meeting
Aug 20, 1998
High Point Drive @ 9:00am
Long Island room

AGENDA

- **Introduction**
- **Bell Atlantic's July Performance**
- **Pending FOCs**
- **Clarification of Bell Atlantic Internal Escalation Process [See no improvement in results when informed that the issue is escalated at any level]**
- **How does Bell Atlantic plan to address Firm Order Commitment ("FOC") date changes and avoid last minute notification to Omnipoint?**
- **How does Bell Atlantic plan to address, inaccurate or non-existent response from TISOC on escalated FOC issues?**
- **Project management support.**
- **Telco Visit issues [Not meeting the 5 working days interval].**
- **Outside plant Engineering issues [Calling to set-up initial visit: Consistency of information given to Omnipoint and TISOC]**
- **T-1 Acceptance**
 - **Testing procedure**
 - **DB Level at DEMARC**
 - **Optioning the NIU unit**
- **Outage T-1 and T-3 outages.**
- **Open issues**
- **Next meeting.**

Bell Atlantic Meeting 8/20/98

Some recent issues:

RK05081B - Nyack - This site had special construction requirements. After resolution, we were given a 9/28 due date which was unacceptable. Received 8/15 bettered due date from Marco, however, no paperwork ever followed, TISOC has no knowledge, and as of today, we are still awaiting a FOC.

WE03074B - 222 Martling Ave. -Original due date 8/12, prior to strike. Was rescheduled according to BAN to 8/13. Never went.

- Dispatched on 8/17 - not turned up.
- Promised to re-dispatch by 12 noon on 8/18 - BAN tech showed up and got pulled off of job and given 8 more jobs elsewhere. Still not turned up.
- Supposed to be going back out first thing 8/20

WE03076G -Bronx River Parkway - Orig. due date 8/6 prior to strike.

- Missed RID - C.O. problem. Was told to escalate after strike.
- 8/12 - still having problem. Checking with dispatch according to TISOC
- 8/18 - C.O. problem was supposed to be cleared. Dispatched - not turned up.
- 8/19 - Problem at 97th street cleared - isolated problem at 37th street. Escalated by TICOC to 37th st. C.O. - working on.
- 8/20 - Circuit turned up.

NY09022A -AT&T Pleasantville - Orig. d/d 8/12 - Met RID. Prior to strike.

- 8/17 - was told that BAN needed to complete Span.
- 8/17 - BAN engineer said that a conditioned span was there, and called the foreman.
- 8/18 - Re-dispatched - Needed access to site in order to trace problem. OCI met BAN for Access.
- 8/18 - Later, Foreman said someone needs to go out and put repeater card in. Circuit is open between site and C.O. Informed TISOC - escalated from there.
- 8/19 - Circuit being tested.

LI13091B -Manorville - Orig. d/d 8/7 - prior to strike.

- On due date - could not complete because existing span was not good. (This should have been discovered before due date). Escalated to M. Cotter
- 8/17 - was told - went to construction for HDSL
- 8/18- BAN finished construction. Need to test between C.O. and T1 Center. TISOC escalated to C.O.
- 8/19 - Still not turned up.

D.Cooper

Bell Atlantic Issues

Missing FOC with last minute notification

- Avg. miss FOC = 5 days
- Percentage of Miss FOC = 51%

Inaccurate or NO follow up from Bell Atlantic TISOC center on Escalated issues regarding FOC.

- Omnipoint playing phone tag with Bell Atlantic Departments [Engineering, dispatch, Construction, splicing etc.], but it is the only way we get anything resolved.
- Engineering and other department informing us that they have not received the necessary paper work. [*How in are we given FOC date when engineering and installation has no paper work???*]
- Dispatch having No record of site on FOC date
- TISOC rarely if any have valid information on our first escalation attempt and to make matters worse the answers are normally incorrect or inadequate.

Since Bell Atlantic Project manager [Karen McGuire group] was removed from the T-1 ordering process have gotten worse. They normally have a better knowledge of the end to end process and provide better answers.

Examples

SITE - ID = LI - 13 -123

Order # = C2VC4999

ORDER DATE = 6/25/98

FOC DATE = 7/21/98

Issues : FOC changed the morning of the original FOC with new FOC of 7/27/98

Omnipoint investigating : Reason [Bell Atlantic engineer Frank Mantalbona had not received the paper work from TISOC as of 7/21/98] Why?? Who is tracking these orders??

SITE - ID = LI - 13 -131

Order # = C2AP0205

ORDER DATE = 5/29/98

FOC DATE = 7/22/98

Issues : FOC changed the morning of the original FOC with new FOC of 8/10/98

Omnipoint investigating : TISOC HAD NO STATUS FOR US:

Reason [Bell Atlantic CONSTRUCTION WILL BE COMPLETED BY 7/31/98] Why did we get a FOC of 7/22/98 ?? Who is tracking these orders??

SITE - ID = LI - 13 -162

Order # = C2TL6492

ORDER DATE = 6/25/98

FOC DATE = 7/22/98

Issues : Did not make RID

OmniPoint investigating : TISOC HAD NO STATUS FOR US:



OMNIPPOINT COMMUNICATIONS
11 High Point Drive, Wayne, NJ 07470
973 626-6500 Fax: 973 672-5191

Bell Atlantic Omnipoint Meeting
Aug 11, 1998
High Point Drive @ 9:00am
Long Island room

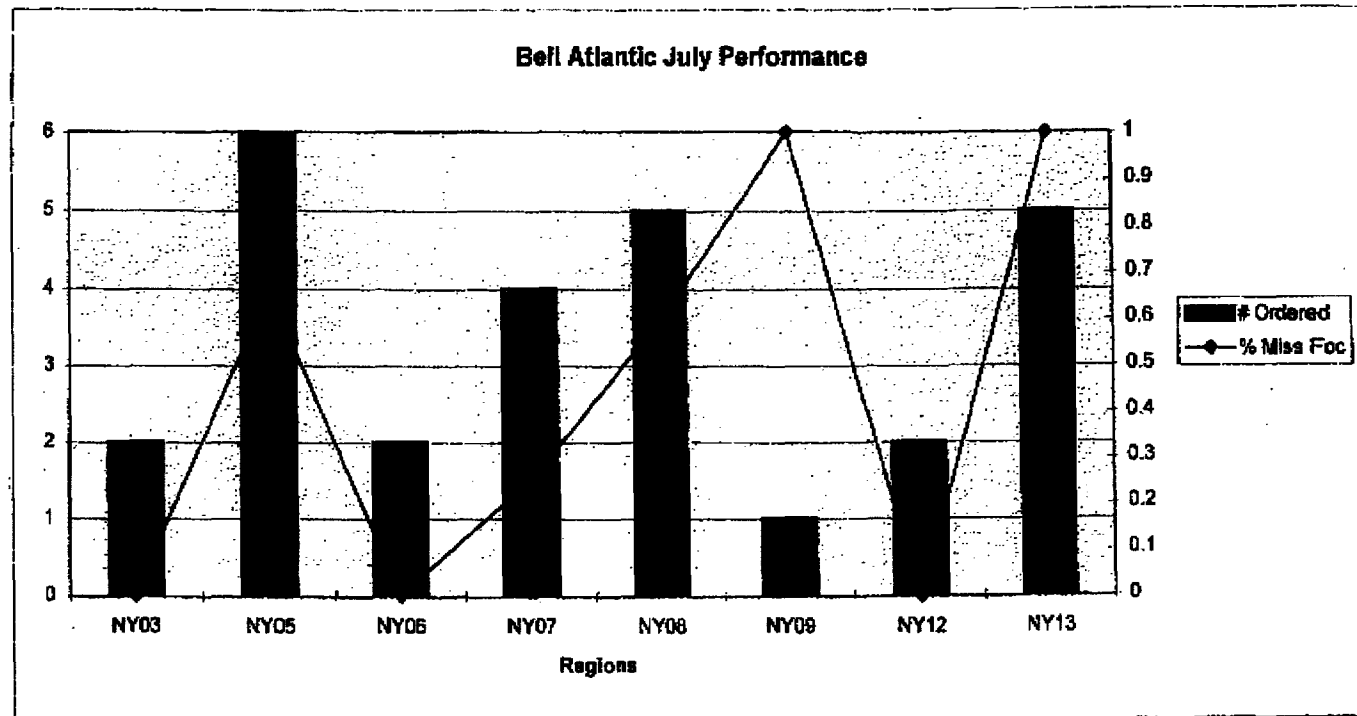
AGENDA

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- Next meeting.

Bell Atlantic July Performance

Rgn	Site	Date_accpt	Req_date	Ord_No.	FOC_date	Order_date	Delta = FOC vs. Accepted	FOC/Miles FOC
NY03	BX03708A	7/7/98	7/7/98	C2KE3528	7/7/98	6/9/98	0	
NY03	WE03068E	7/8/98	7/8/98	C1ZQ0911	7/8/98	6/10/98	0	
								0.00%
NY05	NJ05032B	7/30/98	7/24/98	C11140GS	7/24/98	6/29/98	6	
NY05	NJ05112B	7/15/98	7/14/98	C16123GS	7/14/98	7/2/98	1	
NY05	NJ05178A	7/15/98	7/15/98	C14776GS	7/15/98	6/24/98	0	
NY05	NJ05206H	7/24/98	7/24/98	C15364GS	7/24/98	6/29/98	0	
NY05	NJ05221C	7/29/98	7/29/98	C18209GS	7/29/98	7/14/98	2	
NY05	SI05186C	7/20/98	7/17/98	C2KY8562	7/17/98	6/25/98	3	
								66.67%
NY06	NJ06083B	7/24/98	7/24/98	C10588GS	7/24/98	6/30/98	0	
NY06	NJ06242D	7/30/98	7/30/98	C18155GS	7/30/98	7/13/98	0	
								0.00%
NY07	NJ07009B	7/21/98	7/20/98	C15336GS	7/20/98	6/26/98	1	
NY07	NJ07017C	7/24/98	7/24/98	C15308GS	7/24/98	6/25/98	0	
NY07	NJ07024C	7/29/98	7/29/98	C16124GS	7/29/98	7/20/98	0	
NY07	NJ07061A	7/22/98	7/22/98	C17018GS	7/22/98	7/8/98	0	
								25.00%
NY08	NJ08027C	7/22/98	7/22/98	C18169GS	7/22/98	7/14/98	0	
NY08	NJ08033A	7/14/98	7/13/98	C10698GS	7/13/98	6/4/98	1	
NY08	NJ08083A	7/24/98	7/24/98	C14065GS	7/24/98	6/22/98	0	
NY08	NJ08090B	7/29/98	7/27/98	C16115GS	7/27/98	7/1/98	2	
NY08	NJ08131B	7/15/98	7/8/98	C13457GS	7/8/98	6/18/98	7	
								60.00%
NY09	NY09007B	7/29/98	7/24/98	C2HN5703	7/24/98	6/26/98	5	
								100.00%
NY12	LI12016A	7/13/98	7/13/98	C2QW3944	7/13/98	6/18/98	0	
NY12	LI12052C	7/17/98	7/17/98	C2NK8285	7/17/98	7/14/98	0	
								0.00%
NY13	LI13123C	6/19/98	7/16/98	C2UC4999	7/21/98	6/25/98	29	
NY13	LI13162C	7/28/98	7/17/98	C2TL6792	7/22/98	6/25/98	6	
NY13	LI13131A	8/3/98	6/22/98	C2AP0205	7/21/98	5/30/98	13	
NY13	LI13128A	8/19/98	6/22/98	C2QD3040	7/22/98	05/29/98	20	
					Avg.		6	43.75%

	NY03	NY05	NY06	NY07	NY08	NY09	NY12	NY13
# Ordered	2	6	2	4	5	1	2	5
% Miss Foc	0	66.67%	0.00%	25.00%	60.00%	100.00%	0.00%	100.00%





OMNIPPOINT

COMMUNICATIONS INC.

Agenda
February 9, 1998

Bell Atlantic - Omnipoint

Introduction

Process

Telco Site Visit

- Setting up site visit
- DS-1 Response Time and Information

RID Date

Informing us if Rid date will be met

Firm Order Commitment date

- FIRM DATE
- Minimum of 5 business days notification when FOC dates is encountering problems [Inter-Office Problems]

Open Issues

Westchester
Long Island
New York City - IOF problems
Current Open items

My expectations coming out of this meeting are the following:

- **Being treated as a customer**
 - Provide feedback on how the process can be improved
 - Understanding the value of time to us as a customer
 - Good Project management [Being aware of the customer issues and finding solutions]
- **FOC dates are ACTUAL not speculative dates**
- **TELCO site visits provide fruitful results**
 - Correct intervals
 - D-MARC issues clarified
 - Identifying issues and resolving them ASAP
- **Engineering, Installation and CATC communication issues to Project manager who in turn communicate back to Omnipoint.**



11 High Point Drive
Wayne, New Jersey
Telephone: 973 872-5190 Fax: 973 872-5191

JANUARY 30, 1998

Mr. John P. Sullivan
Director- Account Management -Wireless Bell Atlantic
222 Bloomingdale Road
Room 259
White Plains, NY 10605

Dear Mr. Sullivan:

The purpose of this letter is to inform you that Bell Atlantic is not meeting its December 11, 1997, commitment to respond to DS1 inquiries within 3 working days, return site visit results within 5 working days after the site visits and meet FOC dates. At our February 9 meeting at High Point, Wayne, NJ, the above issues will be discussed.

In an attempt to resolve this matter, Omnipoint has devoted many hours to expediting TELCO related issues [Sites Visit, FOC date, Site Inquiry returns]. While we are committed to working cooperatively with you, we cannot continue to spend our resources doing the work of Bell Atlantic.

In spite of our efforts, FOC dates from Bell Atlantic are not met and are more speculative than actual.

Two example are:

Example #1

NY-02-051-F (CIBF4363) The DS1 inquiry was sent Nov 19th. The TELCO site visit was Dec 16th. The Bell Atlantic response was Jan 5th. The ASR was issued Jan 8th. Omnipoint received the FOC on Jan 9th with a Jan 28th due date. On Jan 28th OMNIPOINT was informed that the order did not meet the RID date.

Example #2

BX-03-078-C (CIBT7444) The DS1 inquiry was sent Dec 5th. The TELCO site visit was Dec 29th. OMNIPOINT received a verbal response on Jan 12th. The ASR was issued on Jan 12th. OMNIPOINT received the FOC on Jan 12 with a Jan 28th due date. Bell Atlantic did not meet the Jan 28th FOC date, the RID date was missed, and the date was changed to Jan 30th.

Similarly, TELCO visits are overdue. Listed below are some examples of same:

OMNIPOINT SITE ID	DATE DS1 SENT TO BELL ATLANTIC
NY-01-068-D	JAN 12
NY-01-703-C	JAN 20
NY-01-707-A	JAN 9
BX-03-717-A	DEC 5
WE-03-056-A	DEC 5
WE-03-707-C	NOV 7
WE-03-095-A	NOV 7
BQ-04-706-A	JAN 13
BQ-04-715-B	JAN 20
BQ-04-726-A	JAN 20
BQ-04-721-B	JAN 27
NY-01-702-A	JAN 26
BQ-04-083-B	JAN 27
BQ-04-714-A	JAN 27



11 High Point Drive
Wayne, New Jersey
Telephone: 973 872-5190 Fax: 973 872-5191

BQ-04-716-A JAN 27
BQ-04-720-D JAN 27

Given the lack of attention and responsiveness that Bell Atlantic has shown, I feel I must remind you of the importance of good customer service.

My expectations coming out of this meeting are the following:

- **Being treated as a customer**
 - Provide feedback on how the process can be improved
 - Understanding the value of time to us as a customer
 - Good Project management [Being aware of the customer issues and finding solutions]
- **FOC dates are ACTUAL not speculative dates**
- **TELCO site visits provide fruitful results**
 - Correct intervals
 - D-MARC issues clarified
 - Identifying issues and resolving them ASAP
- **Engineering, Installation and CATC communication issues to Project manager who in turn communicate back to Omnipoint.**

One suggestion that may improve this process is:

The first thing the BAN engineer should do following a site visit is to issue a memo to the Cable Maintenance group for that area & request a head to head be done for that particular D-Marc. This will ensure that there are facilities available. If the facilities are not available, it will give the engineer more than enough time to issue a routine job to clear pairs for that D-Marc. The whole process of head to heading a terminal or cross box can take anywhere from one-half hour to a couple of hours depending on the size of the D-Marc. It is my belief that this is a small price to pay, on BAN's part, to insure that there are facilities on site so that they may meet their commitment

Let's resolve these issues at our February 9th meeting.

Attached is a list of site Omnipoint expect to be on air in February Please identify any issues with these site at this meeting and assist us in meeting our goals.

Sincerely,

Richard Johnson

Attachment

C



OMNIPPOINT COMMUNICATIONS
11 High Point Drive, Wayne, NJ 07470
973 826-6500 Fax: 973 872-5191

July 21, 1998

Bell Atlantic
Attn: Mr. Jack Goldberg
1095 Avenue of the Americas
Room 4043
New York, NY 10030

Dear Mr. Goldberg:

I am writing concerning the continued failure of Bell Atlantic [North] to provide adequate customer service since our June 8, 1998 conference call. Despite Omnipoint's participation with representatives of Bell Atlantic in numerous subsequent face-to-face meetings, conference calls, etc., there has not been any noticeable improvement in the quality of service Omnipoint has received. Resolution of these customer service issues is the responsibility of the Telecom Industry Services Operations Center ("TISOC").

The following is a brief description of some of the outstanding issues that we are still having with Bell Atlantic:

Bell Atlantic continues to miss Firm Order Commitment ("FOC") dates with inadequate (last minute) notification to Omnipoint

- Average number of days by which FOCs are missed = 5 days
- Percentage of missed FOC dates = 51%

Response from TISOC on escalated FOC issues is inaccurate or non-existent

- Omnipoint is required to play phone tag with multiple Bell Atlantic departments [Engineering, Dispatch, Construction, Splicing, etc.] to obtain resolution.
- Even after Omnipoint has received a FOC date, Engineering and other departments have informed Omnipoint that they have not received the necessary paperwork.
- Dispatch has no record of site on FOC date.
- TISOC rarely, if ever, has valid information on our first attempt to escalate issues. Furthermore, answers are regularly incorrect or inadequate.

Lack of Project management support

- Since Bell Atlantic Project Manager [Karen McGuire's group] was removed from the T-1 ordering process, results have deteriorated. The Project Management group normally had a better knowledge of the end-to-end process and could provide better answers than current processes produce.
- Several new personnel were added to the TISOC team, e.g. Anissa Smith and Thomas Mason, without Omnipoint's being informed of the change of responsibilities.

FOC Dates are Commitments

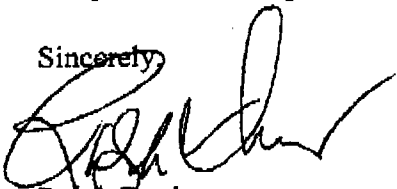
As demonstrated, below, Bell Atlantic has been unilaterally changing FOC dates upon realization that a commitment will not be fulfilled. Omnipoint believes that FOC dates are changeable only when either:

- Requested by the customer, in which case Bell Atlantic will provide a new FOC.
- Requested by Bell Atlantic due to the emergence of some unforeseen problem in delivering service. In such cases, the customer may grant Bell Atlantic's request to make the change, but the discretion to do so is the customer's.

Since neither of these conditions are present, Omnipoint views Bell Atlantic's actions to unilaterally change FOC dates as a sham to improve its quality of service measurements.

Omnipoint would like to see better communications between Bell Atlantic TISOC and Omnipoint on FOC dates, changes and other issues (IOF, missed RID, Dispatches, etc.). Omnipoint should not be forced to track internal Bell Atlantic processes to ensure Bell Atlantic's compliance. We expect that FOC dates will provide Bell Atlantic's Firm Order Commitment.

Sincerely,



Ralph Davis
Senior Technical Director

cc: John Griffin
Mike Cotter
John Sullivan
Richard Johnson
Oscar McKee
Mike Ciavarella